



Town of South Bethany

2015 Survey Results

Dear South Bethany Property Owner:

In September of 2015 we mailed the 2015 South Bethany Community Survey to 1407 addresses and received 726 responses. In April of 2011 we mailed 1300 Surveys and received 860 responses. Clearly our owners want their voices heard by Town government.

The survey results contain both graphic depictions of responses received for each question as well as a comprehensive addendum that includes all written comments. The written remarks are organized in two ways: 1) one document that includes ALL comments offered and 2) separate organized files that divide the comments into specific categories. We think this presentation format will facilitate the search for specific topics by those who may be interested in reading what others think about a particular issue or subject.

You will find all Survey results at www.southbethany.org. They are located in a separate tab labeled – 2015 Community Survey Results – found in the left column of the Home Page. You can also locate it via the News and Events sunburst on the website home page.

I would like to acknowledge Council Member George Junkin, Council Member Sue Callaway, and Planning Commission Chair Dick Oliver for their assistance in compiling this report.

Thank you for taking the time to participate. Let's continually strive to keep South Bethany "The Best Little Beach in Delaware".

Pat Voveris
Mayor of South Bethany

Table of Contents

Property Type/Future Plans	3
Current Town Services	4
Comparison of 2015 Survey Results To 2011 Survey Results	5
Town Services & Beach Services	6
Town Government/Staff & Communications	7
Police & Emergency Services	8
Future Town Needs & Beach Issues (Smoking/Alcohol Restrictions).....	9
Street Lighting	10
Beach Access	11
Burying Overhead Wires & Tax Increases	12
Change in Time of Town Council Friday Meetings	13
Improvement Since Last Survey (2011)	14
Town Meetings/Events & Current Town Services	15
Beach Services & Town Government.....	16
Communication Services & Police and Emergency Services	17
Percentage in Support of or Against Beach Issues & Street Lighting	18
Support of Improved Street Lighting & Improved Beach Access	19
Support of Improved Beach Access Items & Burying Overhead Lines/Wires	20
Percentage of Those Willing to Support a Tax Increase	21
Percentage in Support of or Against a Change in the Time of the Town Council Meeting	22
Percentage of Those Who Have Seen Improvement Since Last Town Survey (2011)	23
Percentage in Support of or Against Various Town Events	24
Links to Comments by Categories and Comments in Entirety	25
2015 Community Survey	26 - 29

SUMMARY RESULTS OF PROPERTY TYPE/FUTURE PLANS

The first page of our 2015 Survey sought Property Information.

We mailed 1407 Surveys and had 726 responses in all.

The majority of responders who answered the questions indicated the property was a Secondary Home (80%) and that Seasonal Rental was the predominant rental type (90%). South Bethany records show that properties are predominantly Secondary Homes and that homes that are rented are predominately Seasonal Rentals. Thus there was a good distribution among Property Types and Rental Type.

There was also a very good distribution of responders among the property locations. From those who answered the question there were 23% from the Ocean Side, 66% from the Bay Side and 11% from Cat Hill. The actual distribution of lots within South Bethany is about 21% on the Ocean Side, 68% on the Bay Side and 11% in Cat Hill.

The breakdown of responses on Plans For The Property Within The Next 5 Years indicated 10% of responders are considering Residing Full Time, 25% have Plans For Improvement, and more than 45% indicated they have No Plans For Change. Most responders are happy with things just the way they are in South Bethany.

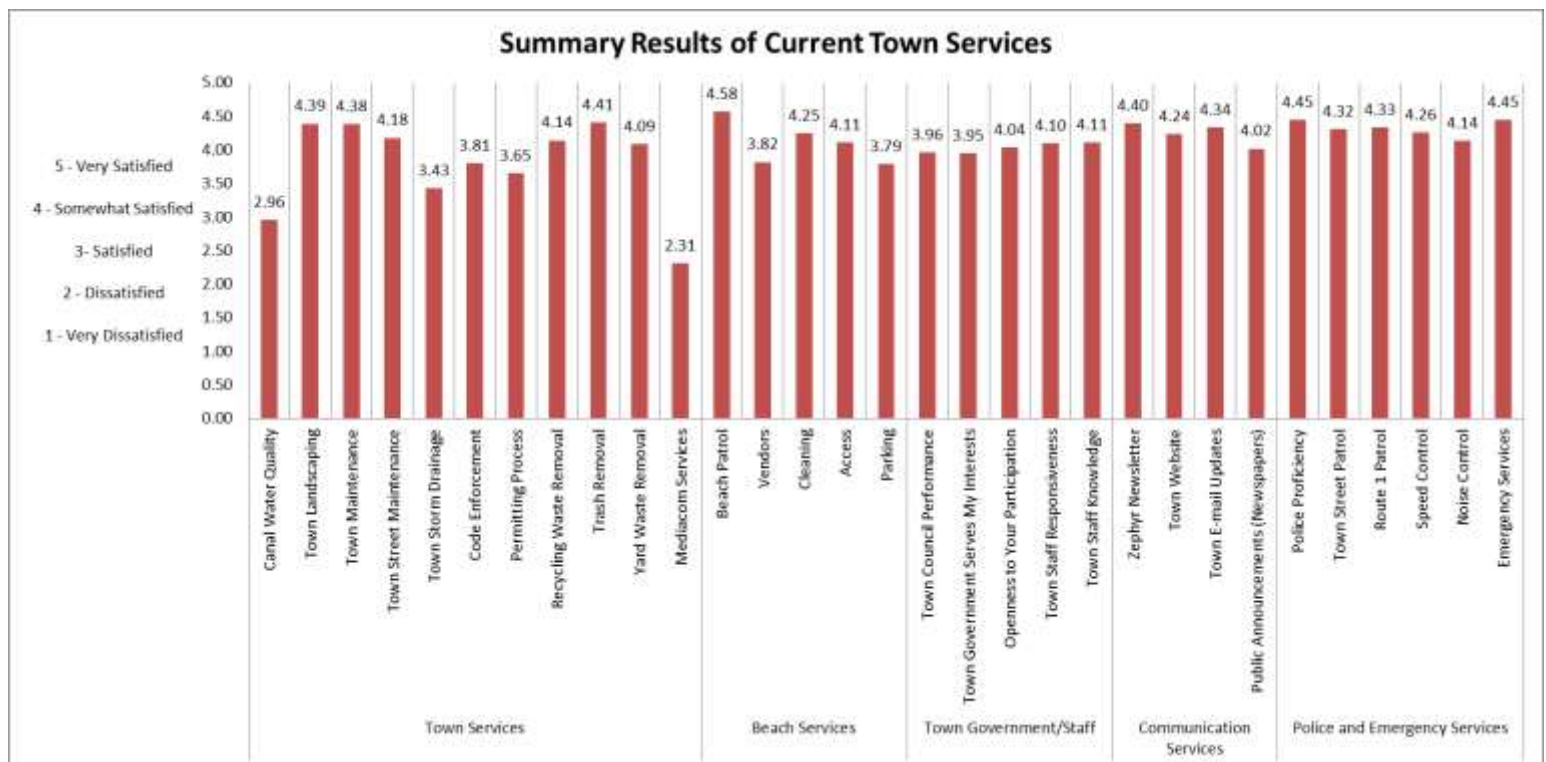


SUMMARY RESULTS OF CURRENT TOWN SERVICES

The average score of the 31 Town Services was 4.04. This compared to 21 Town Service line items in the 2011 Survey that averaged at 4.22.

Responders clearly are Satisfied with Town Services, and particularly with Beach Patrol and Police. Two services dropped in rank from 2011. Canal Maintenance was 3.78 and now Canal Water Quality is ranked 2.96. Mediacom was 3.32 and is now ranked 2.31.

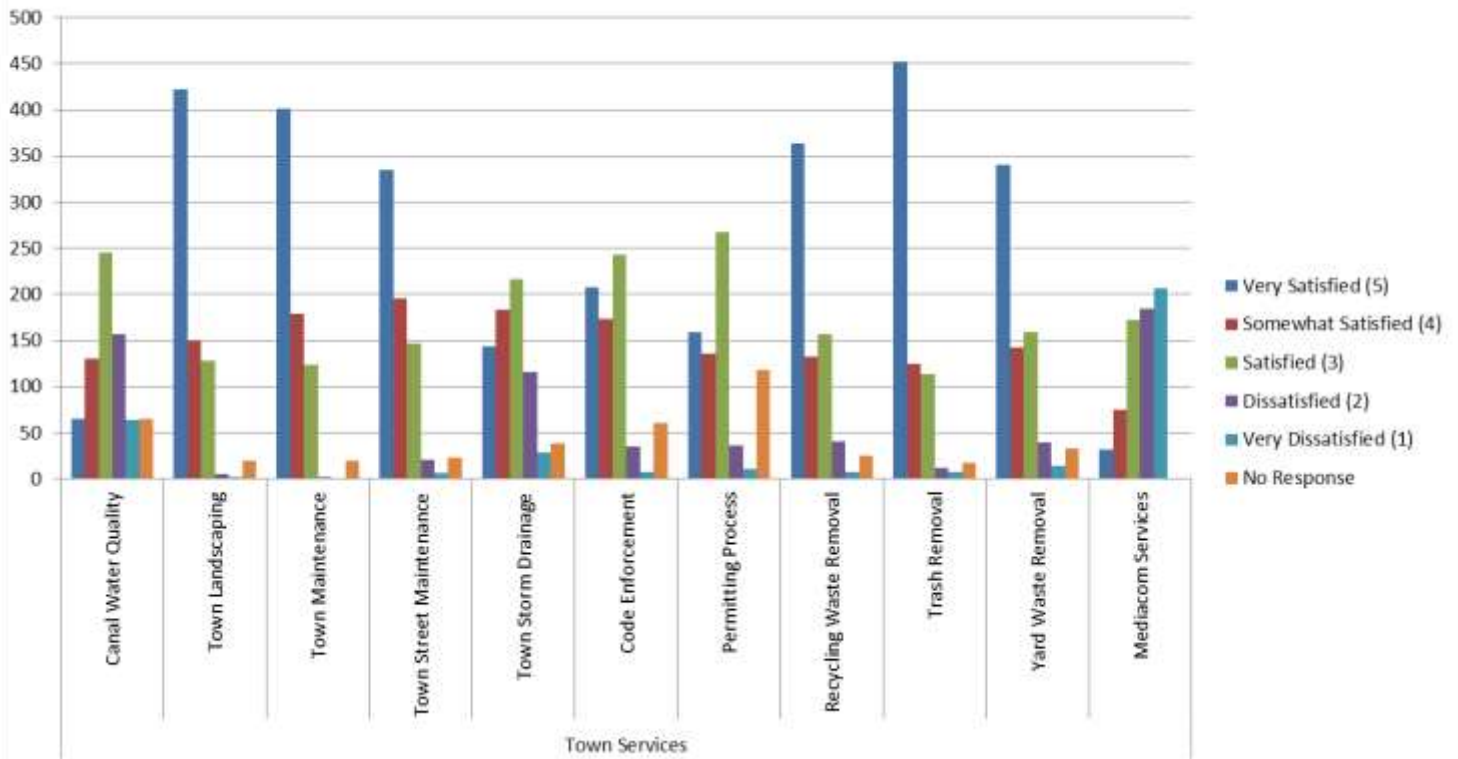
Mediacom is the only Town Service where owners clearly express Dissatisfaction.



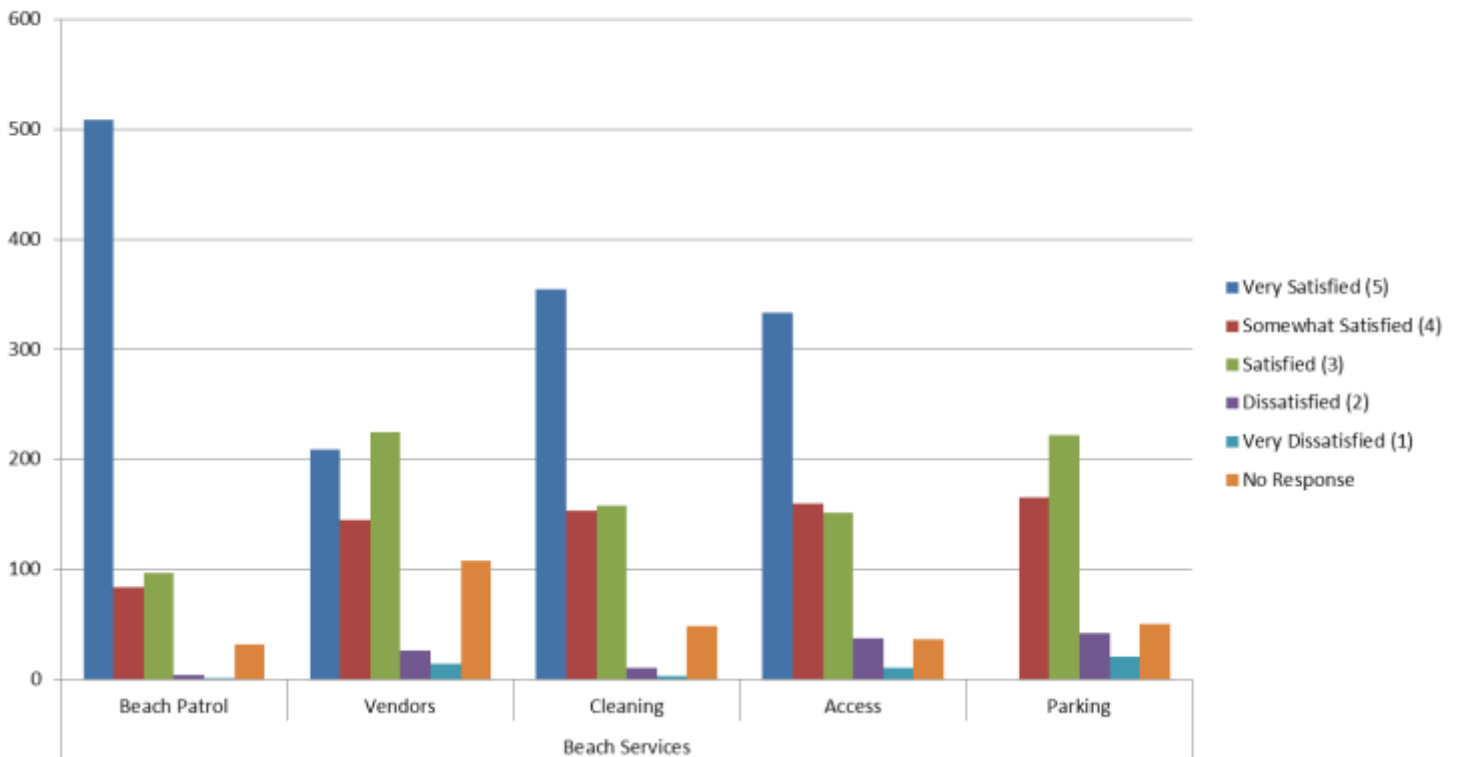
COMPARISON OF 2015 SURVEY RESULTS TO 2011 SURVEY RESULTS

	2015	2011	Change
TOWN SERVICES			
Canal Water Quality	2.96	3.78	-0.82
Town Landscaping	4.39	4.23	0.16
Town Maintenance	4.38	N/A	N/A
Town Street Maintenance	4.18	4.14	0.04
Town Storm Drainage	3.43	3.87	-0.44
Code Enforcement	3.81	4.04	-0.23
Permitting Process	3.65	N/A	N/A
Recycling Waste Removal	4.14	4.20	-0.06
Trash Removal	4.41	4.51	-0.10
Yard Waste Removal	4.09	N/A	N/A
Mediacom Service	2.31	3.32	-1.01
BEACH SERVICES			
Beach Patrol	4.58	4.72	-0.14
Vendors	3.82	3.98	-0.16
Cleaning	4.25	4.35	-0.10
Access	4.11	N/A	N/A
Parking	3.79	4.18	-0.39
TOWN GOVERNMENT			
Town Council Performance	3.96	4.15	-0.19
Adequately Serves My Interests	3.95	N/A	N/A
Openness to Your Participation	4.04	N/A	N/A
Town Staff Responsiveness	4.10	4.40	-0.30
Town Staff Knowledge	4.11	4.40	-0.29
COMMUNICATION SERVICES			
Zephyr Newsletter	4.40	4.49	-0.09
Town Website	4.24	4.39	-0.15
Town E-mail Updates	4.34	4.41	-0.07
Public Announcements (Newspapers)	4.02	N/A	N/A
POLICE AND EMERGENCY SERVICES			
Police Proficiency	4.45	4.56	-0.11
Town Street Patrol	4.32	4.22	0.10
Route 1 Patrol	4.33	4.44	-0.11
Speed Control	4.26	4.22	0.04
Noise Control	4.14	N/A	N/A
Emergency Services	4.45	N/A	N/A

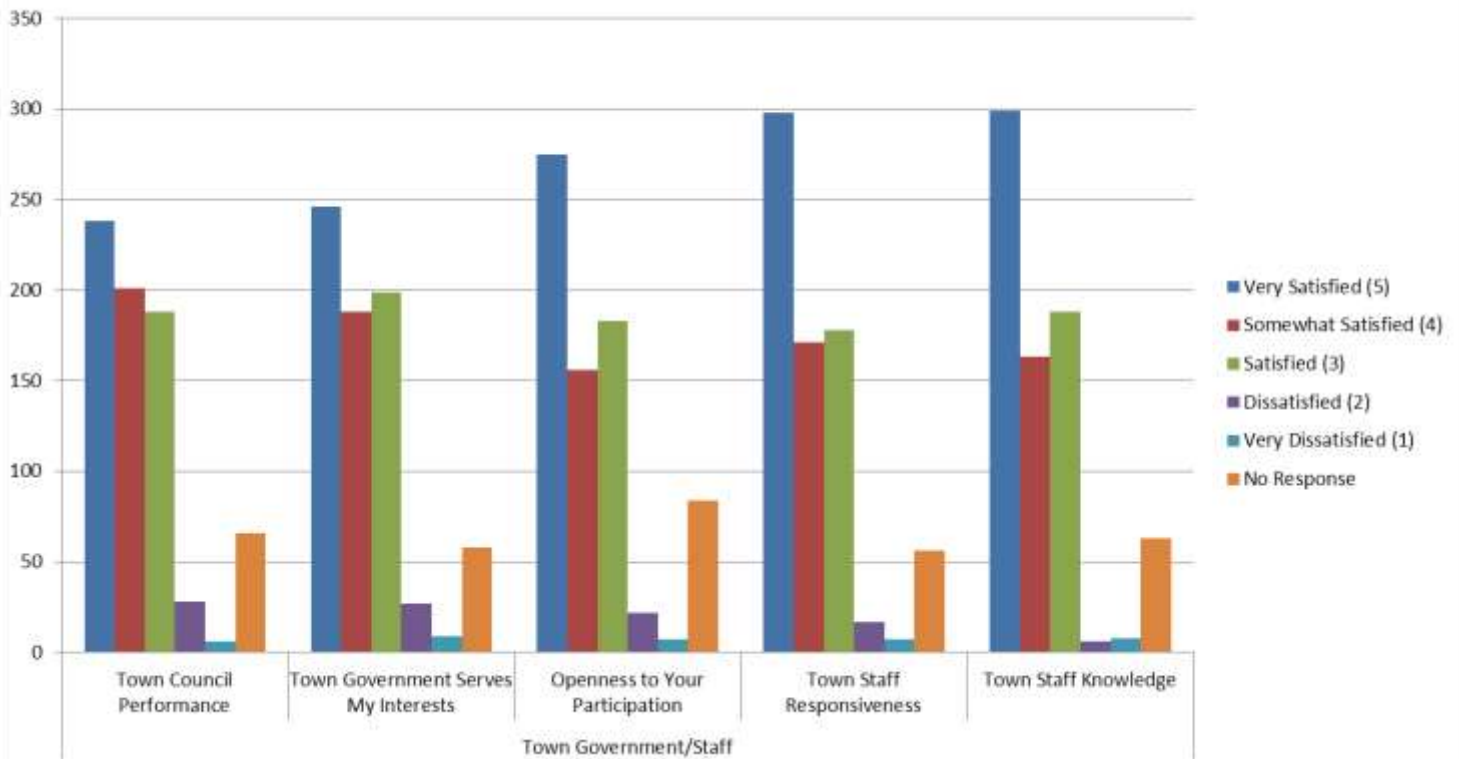
Town Services Summary



Beach Services Summary



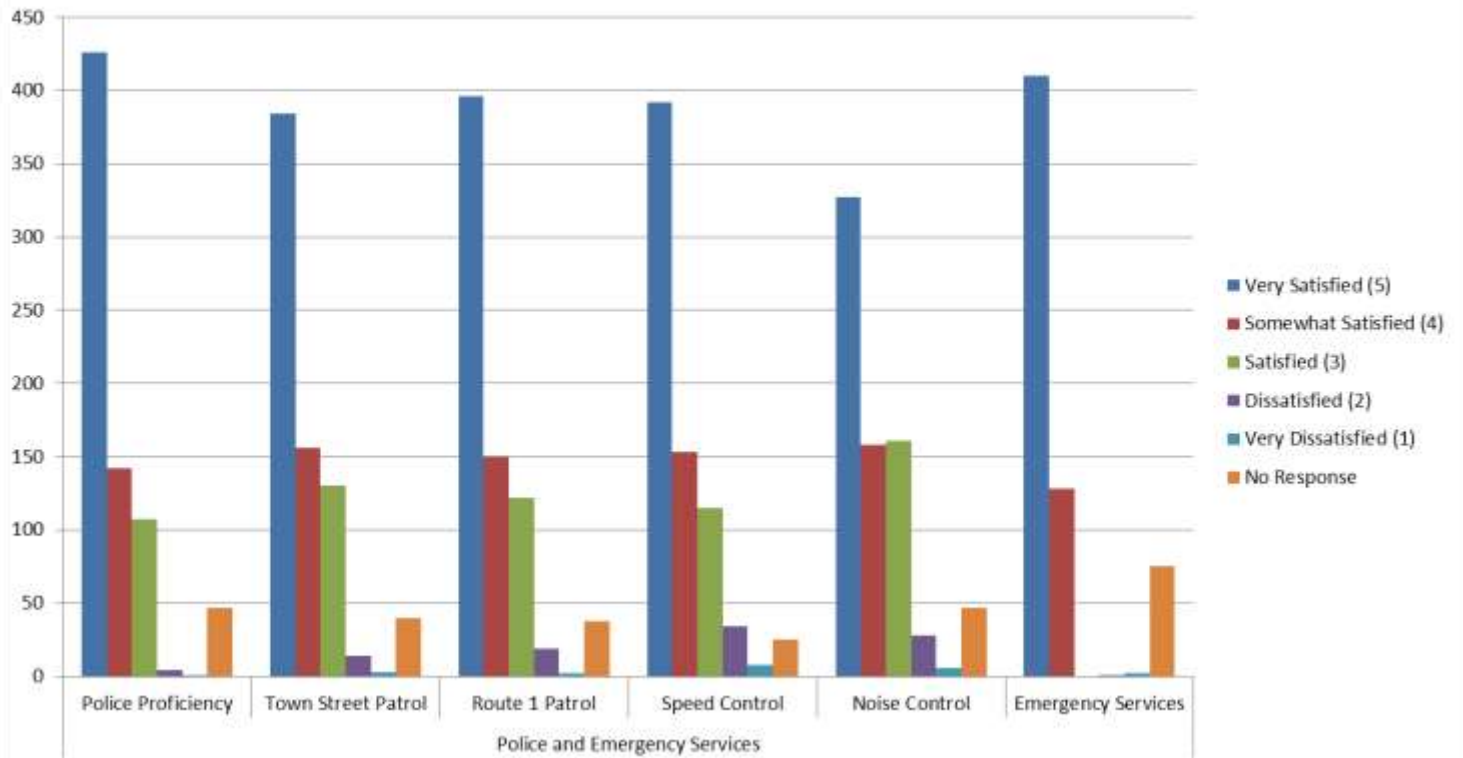
Town Government/Staff Summary



Communication Services Summary

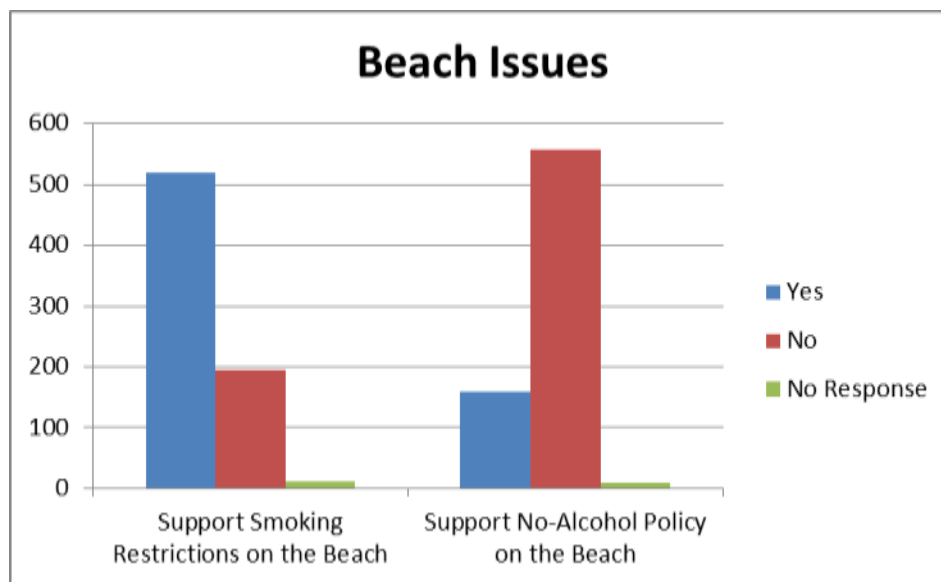
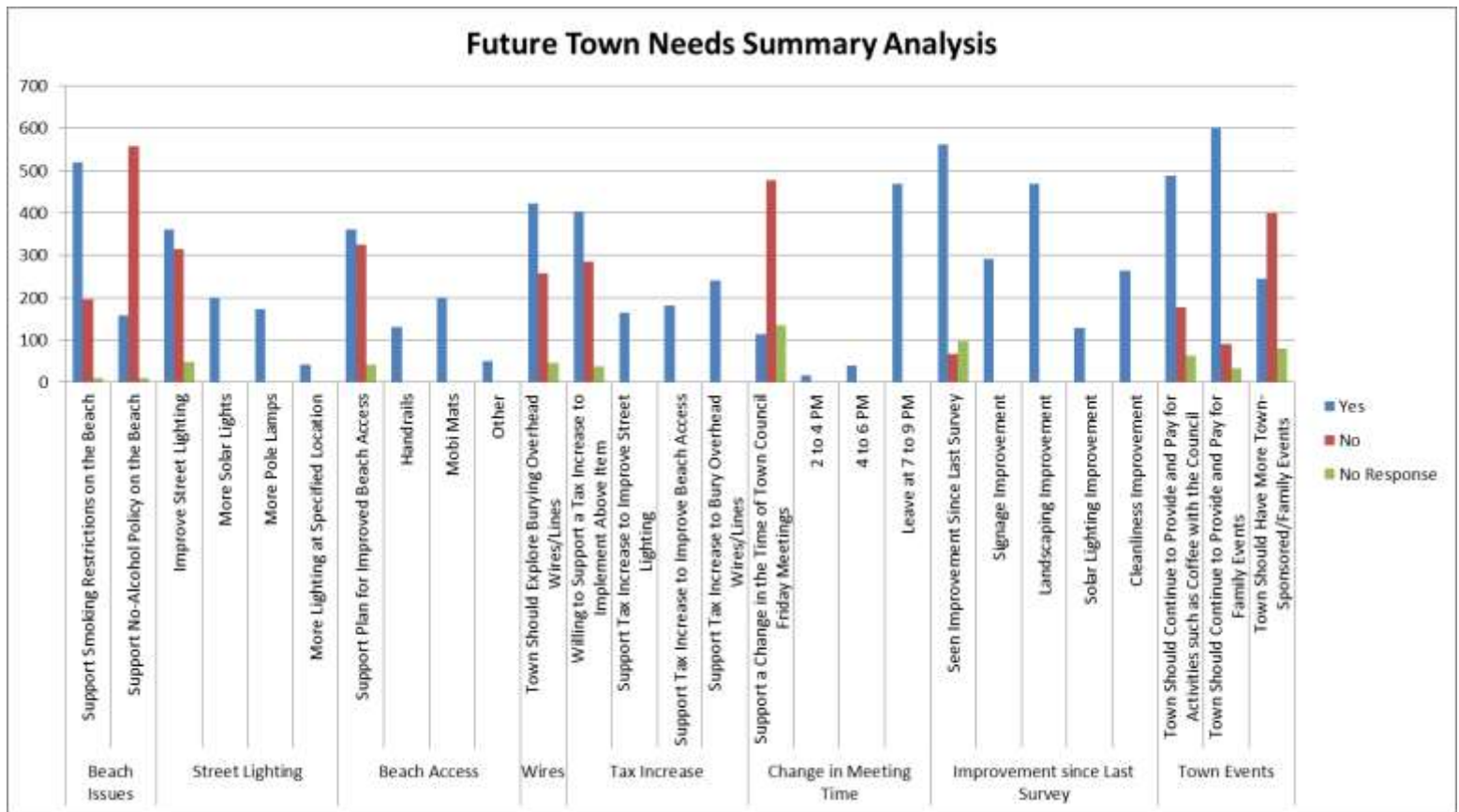


Police and Emergency Services Summary



SUMMARY RESULTS OF FUTURE TOWN NEEDS

The following report will identify responses for the 11 questions asked in this part of the Survey.

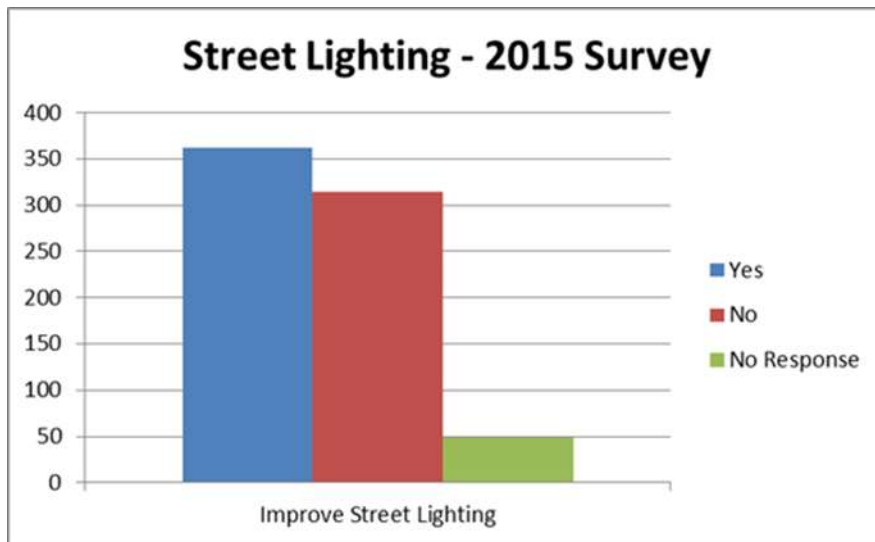


SMOKING AND ALCOHOL RESTRICTIONS ON THE BEACH

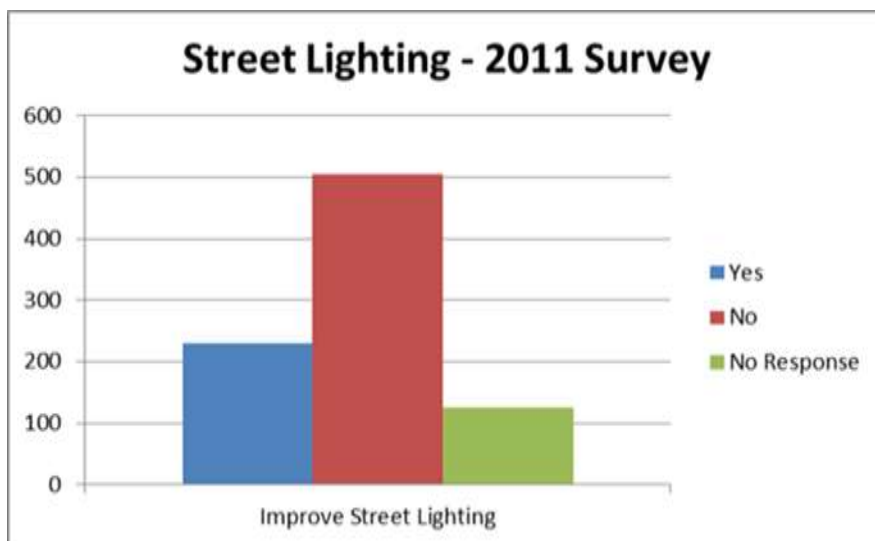
More than 500 responders support NO SMOKING on our beach; less than 200 responders do not want any restriction put in place.

Conversely, more than 500 responders prefer to ALLOW ALCOHOL on our beach, while less than 200 support a No Alcohol Policy on the Beach be put in place.

Smoking - During the 2011 Survey 8 responders noted SUPPORT FOR NO SMOKING ON THE BEACH in the handwritten comment section.

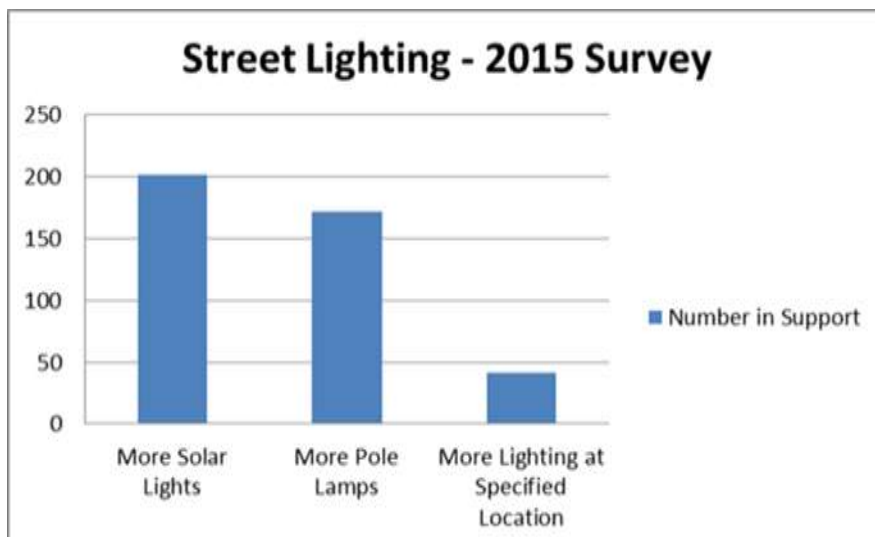


More than 350 responders support IMPROVE STREET LIGHTING, while more than 300 responders do not.

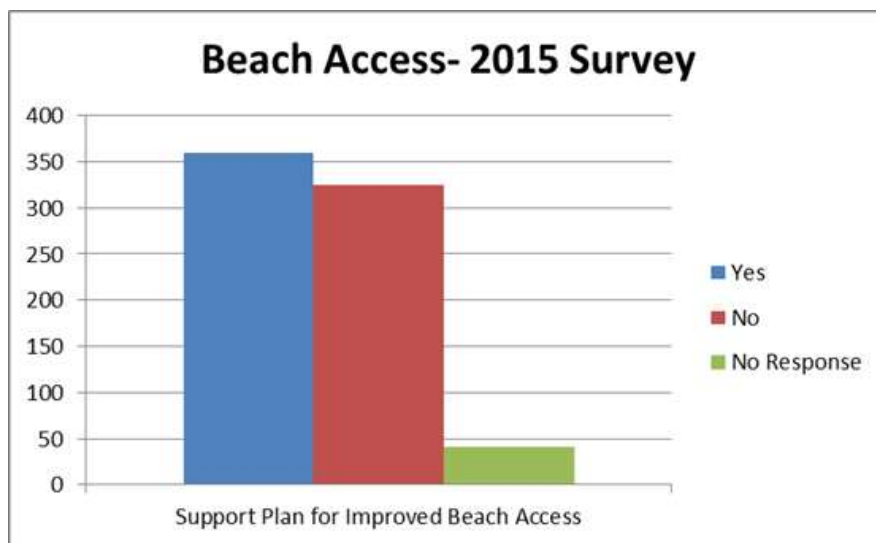


2011 Survey

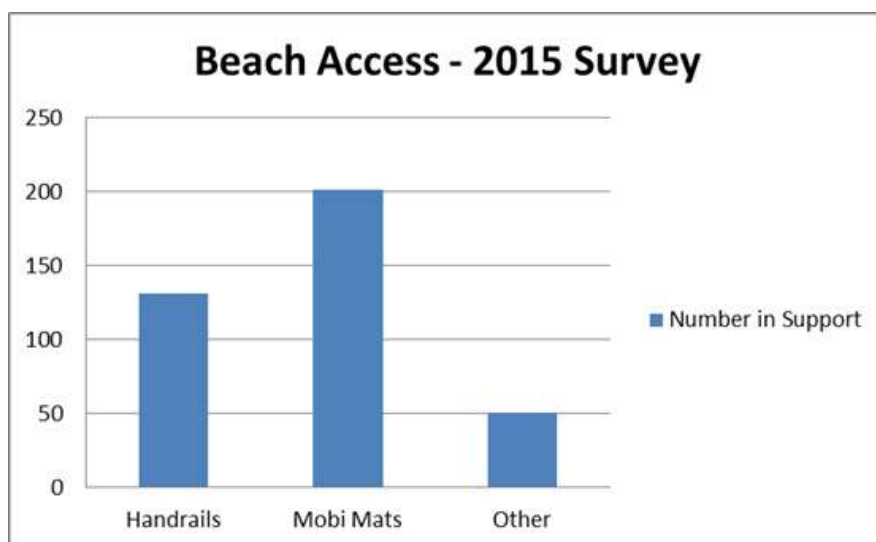
In the 2011 Survey there was clearly little support for IMPROVE STREET LIGHTING, by more than a 2 to 1 ratio among responders. 500 responders supported no improvement and 210 responders supported improvement.



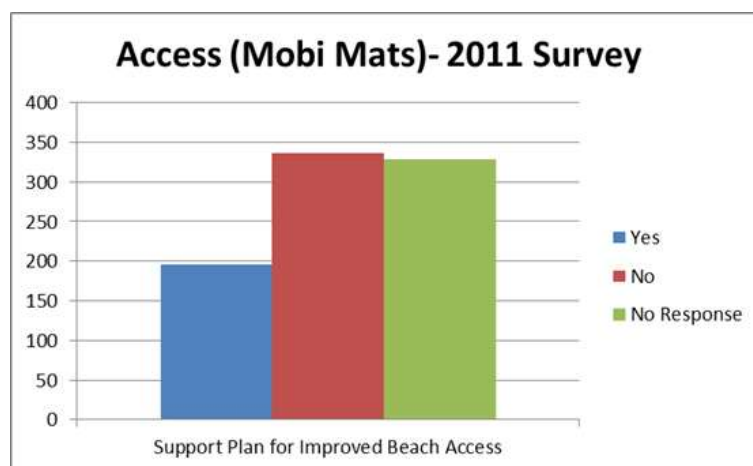
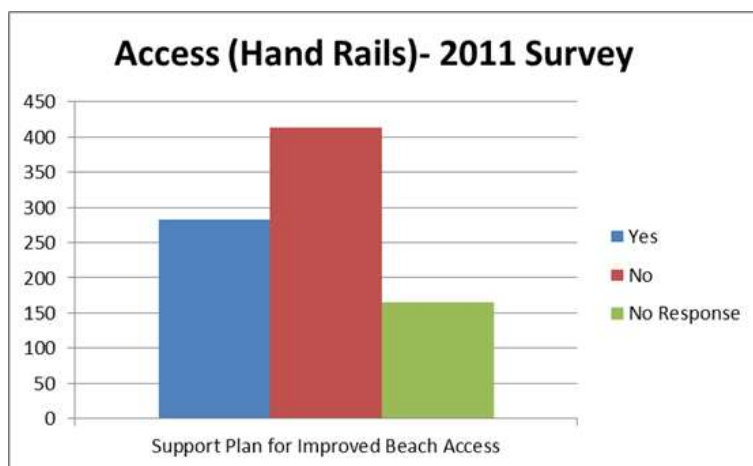
200 responders show support for MORE SOLAR LIGHTS, 160 responders show support for MORE POLE LAMPS, and 40 responders support MORE LIGHTING AT SPECIFIED LOCATION.



More than 350 responders support IMPROVED BEACH ACCESS, while more than 300 responders DO NOT.



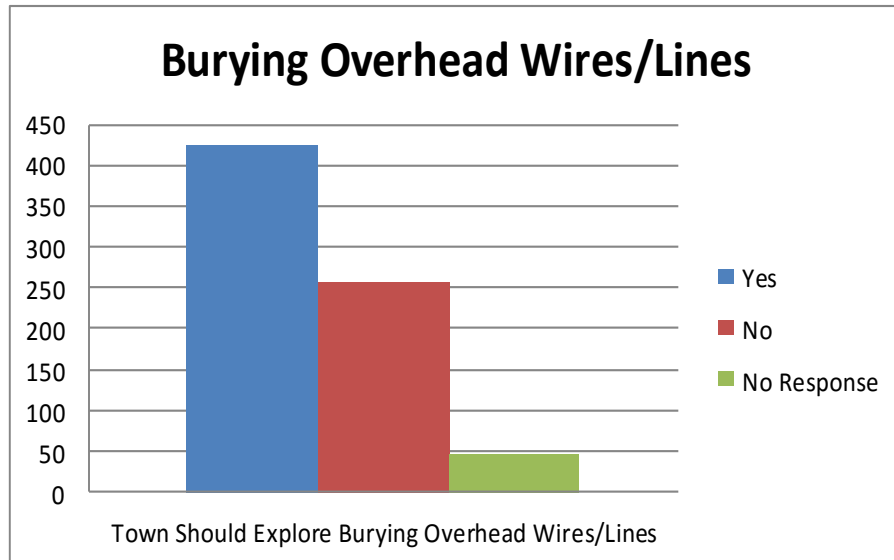
200 responders support MOBI MATS, 130 responders support HANDRAILS, and 50 responders support OTHER.



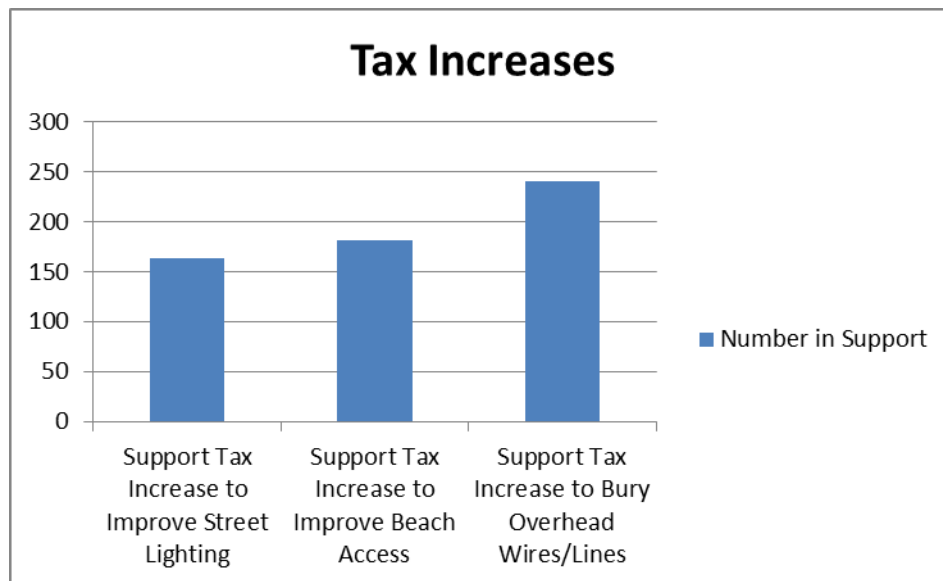
In the 2011 Survey more than 400 responders did not support HANDRAILS and just under 300 responders did support HANDRAILS.

In the 2011 Survey 340 responders did not support MOBI MATS, 200 responders did support MOBI MATS.

The comparison between the 2015 Survey and the 2011 Survey shows a clear difference and interest in support for IMPROVED BEACH ACCESS.

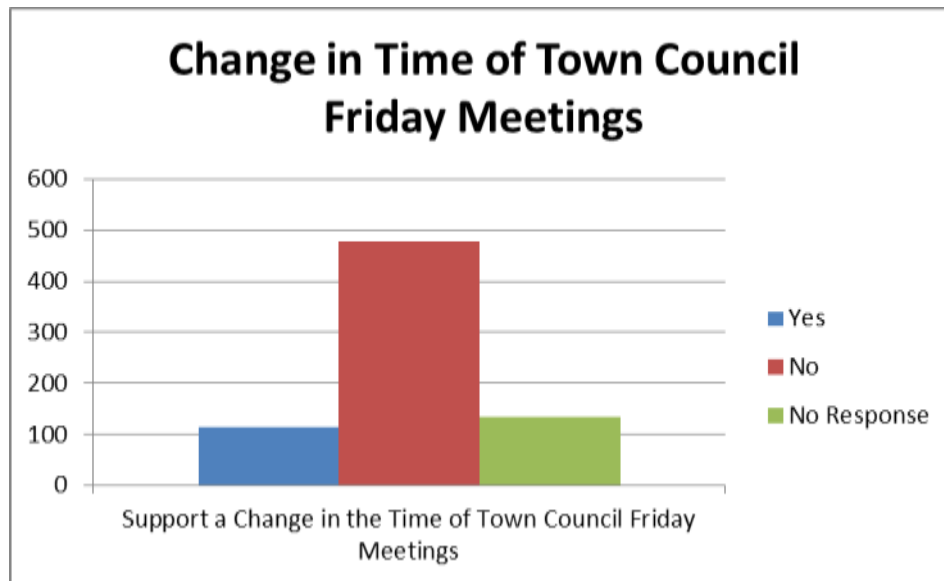


More than 400 responders support EXPLORING this, 250 responders DO NOT, and the remainder of the surveys showed NO RESPONSE.

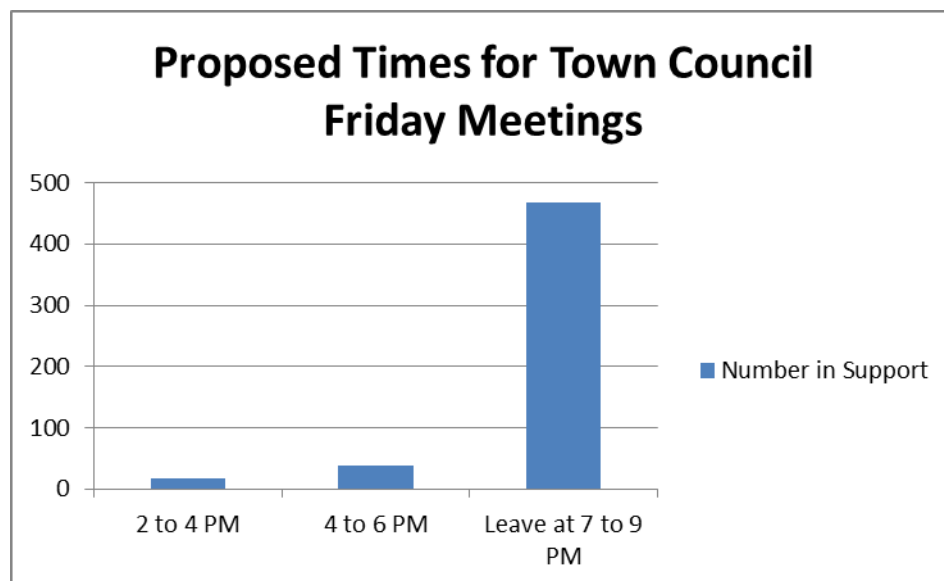


TAX INCREASES TO IMPROVE LIGHTING, BEACH ACCESS, BURYING OVERHEAD WIRES

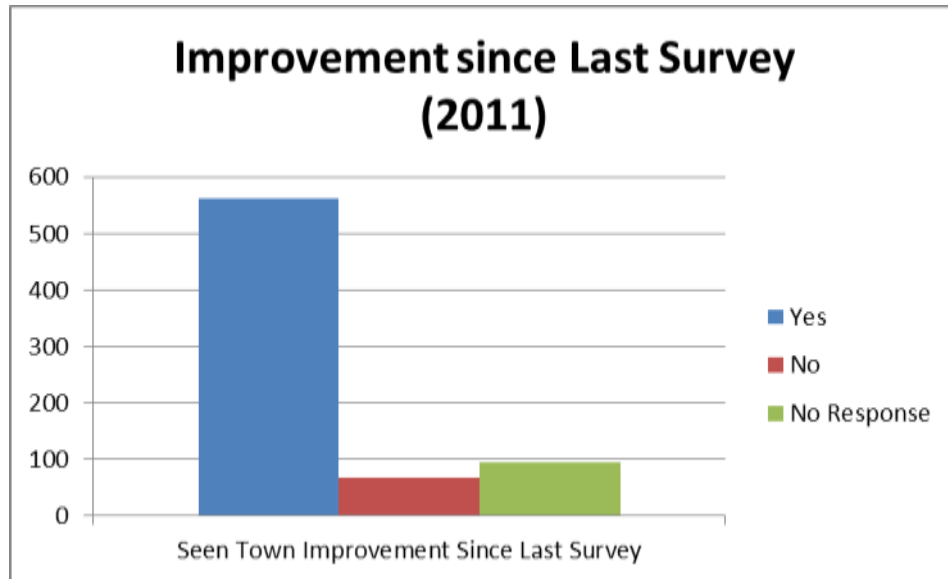
Of those responders who support any/all of these initiatives, nearly 250 responders support tax increase to BURY OVERHEAD LINES, nearly 180 responders support tax increase to improve BEACH ACCESS, and nearly 160 responders support tax increase to IMPROVE STREET LIGHTING.



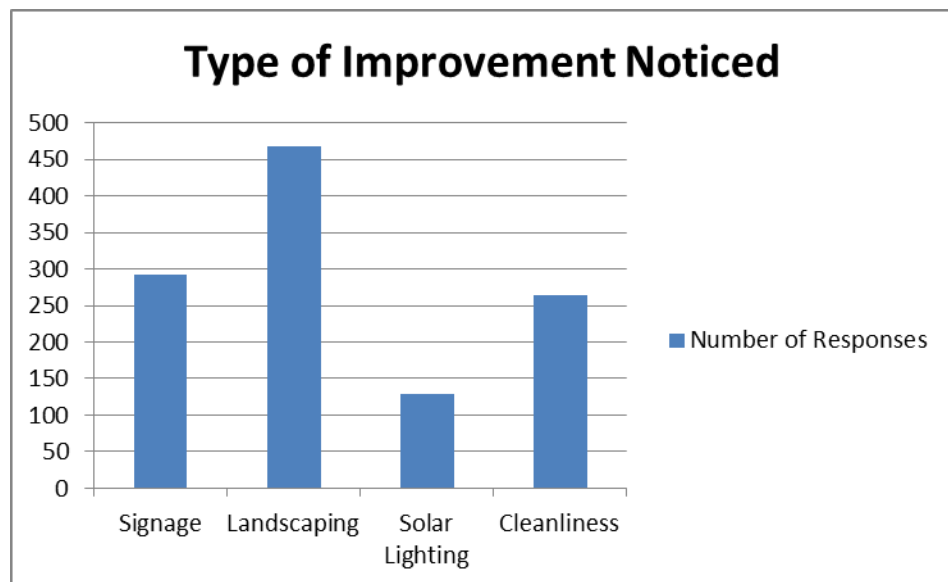
Nearly 500 responders DO NOT support any change, 120 surveys offered NO RESPONSE, and just over 100 responders SUPPORT a change.



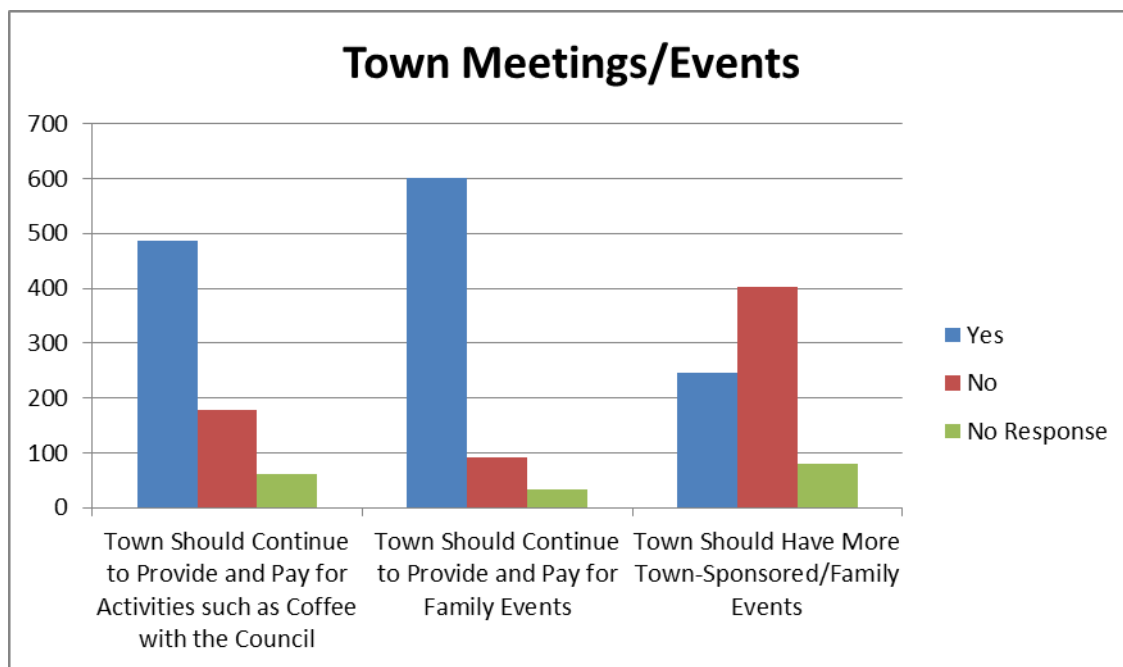
Of the responders more than 450 support the CURRENT TIME, 40 responders support 4 TO 6 PM, and 20 responders support 2 TO 4 PM.



More than 550 responders NOTED IMPROVEMENT since the last survey, 75 responders noted NO IMPROVEMENT, and nearly 100 surveys included NO RESPONSE.



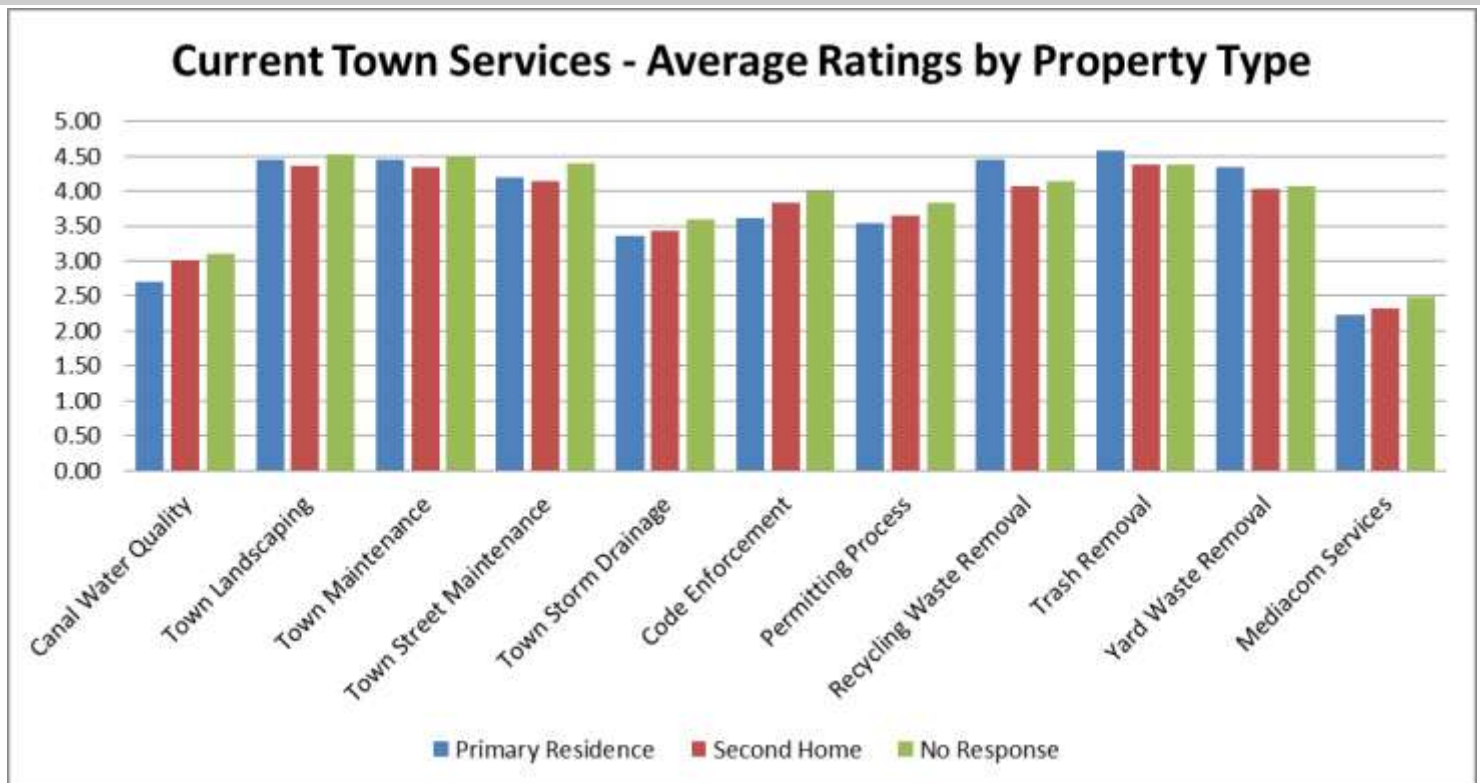
For the type of improvement noted, more than 450 responders cited LANDSCAPING, nearly 300 responders cited SIGNAGE, more than 250 responders cited CLEANLINESS, and 125 responders cited SOLAR LIGHTING.



For COFFEE WITH THE COUNCIL, nearly 500 responders indicate SUPPORT, 180 responders DO NOT, and 70 surveys included NO RESPONSE.

For TOWN SHOULD CONTINUE TO PROVIDE AND PAY FOR FAMILY EVENTS, 600 responders indicate SUPPORT, 95 responders DO NOT, and 30 surveys included NO RESPONSE.

For TOWN SHOULD HAVE MORE TOWN-SPONSORED/FAMILY EVENTS, 400 responders DO NOT indicate support, 240 responders indicate SUPPORT, and 85 surveys included NO RESPONSE.

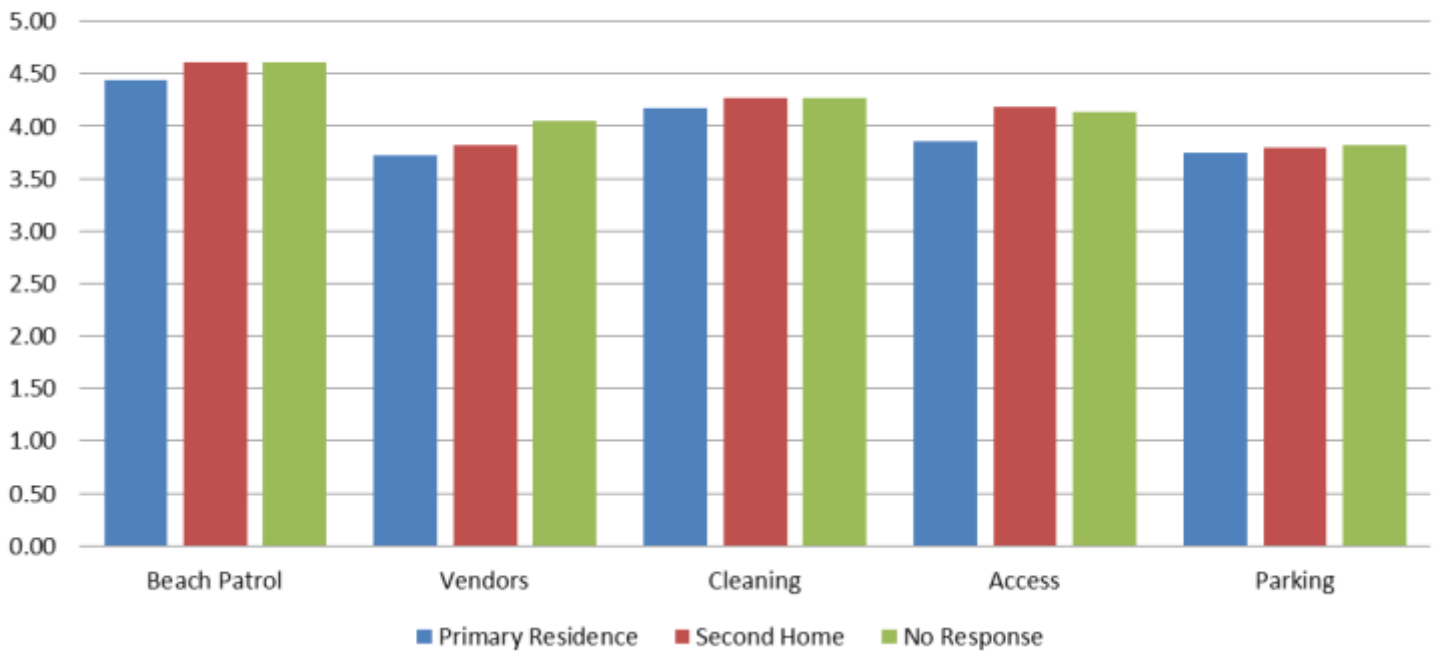


Both primary residence and secondary homes responders are SATISFIED OR MORE with Town Services, with the EXCEPTION of Canal Water Quality and Mediacom.

Highest ratings were shown in Town Landscaping, Town Maintenance, Recycling, Trash Removal, and Yard Waste Removal.

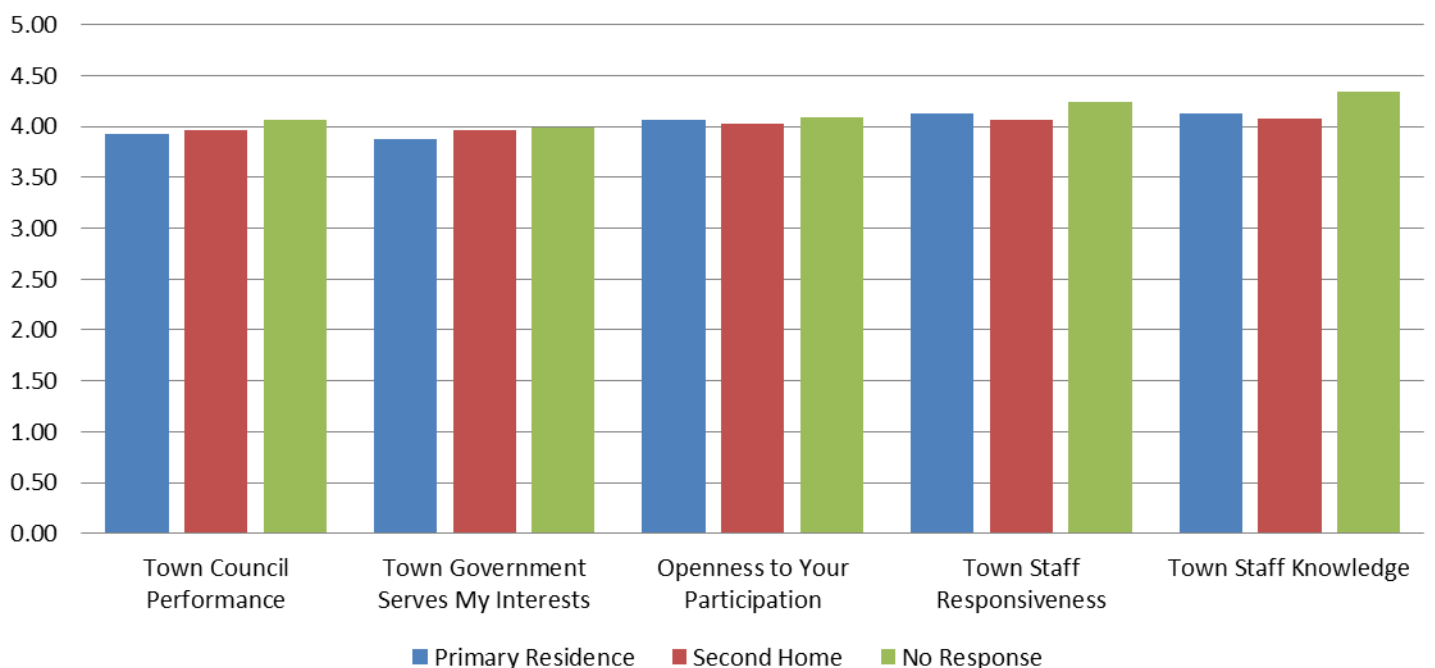
It is significant that all responders (Primary Residence, Second Home, No Response) essentially indicate the SAME SATISFACTION. This trend continues in the next 4 charts that follow in this report.

Beach Services - Average Ratings by Property Type



Both primary residence and secondary home responders are MORE THAN SATISFIED with Beach Services. The highest ratings were given to Beach Patrol and Cleanliness.

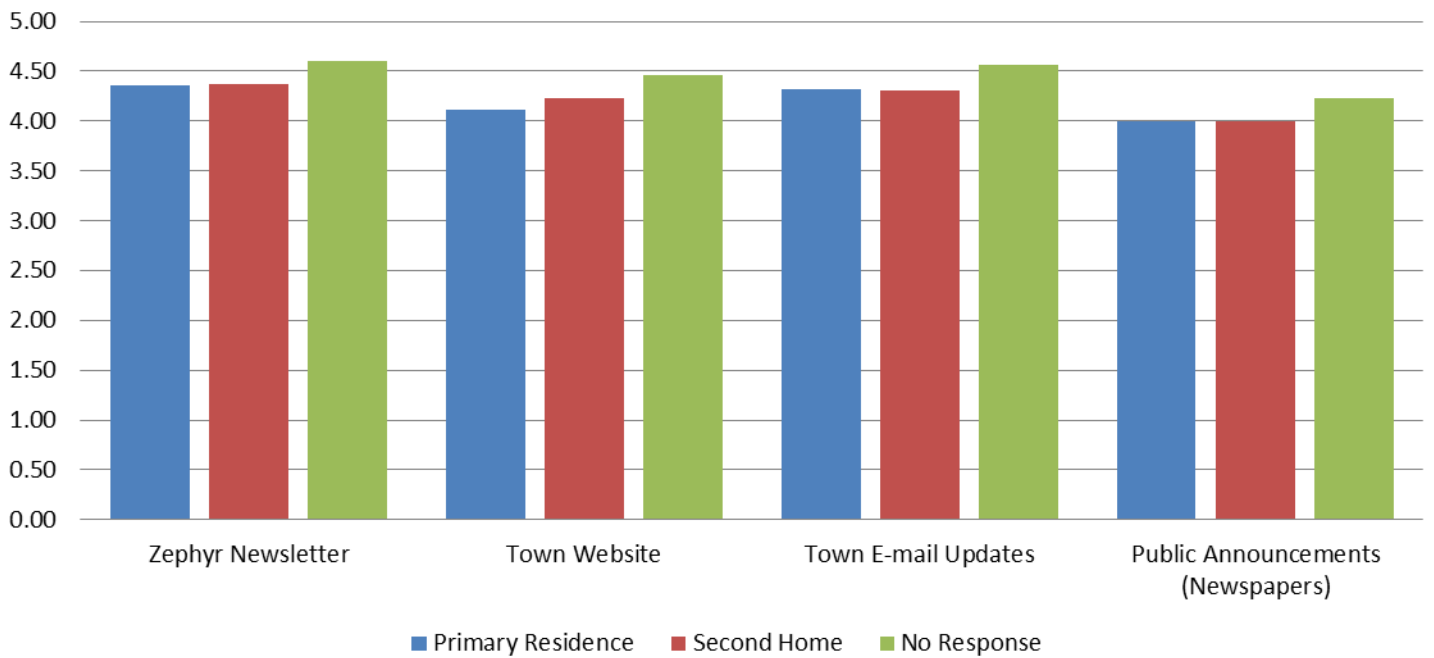
Town Government Average Ratings by Property Type



Both primary residence and secondary home responders are MORE THAN SATISFIED with Town Government. Highest ratings were shown for Openness To Your Participation.

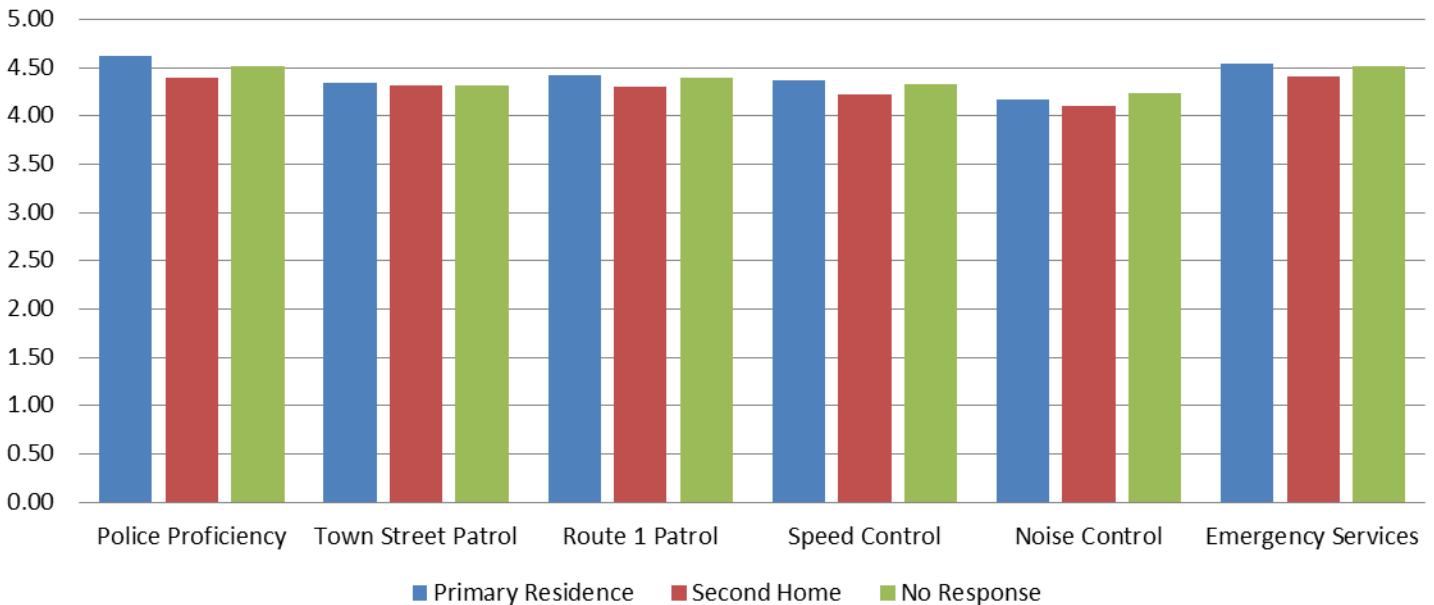
Both primary residence and secondary home responders are MORE THAN SATISFIED with Town Staff Responsiveness and Town Staff Knowledge.

Communication Services - Average Ratings by Property Type



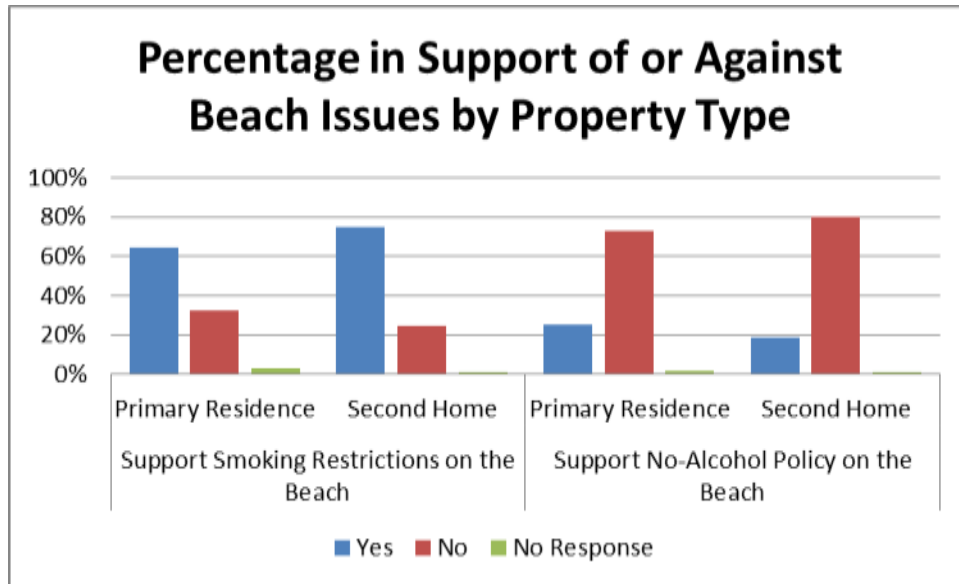
Both primary residence and secondary home responders are MORE THAN SATISFIED with Communication Services.

Police and Emergency Services - Average Ratings by Property Type



Both primary residence and secondary home responders are MORE THAN SATISFIED with Police and Emergency Services.

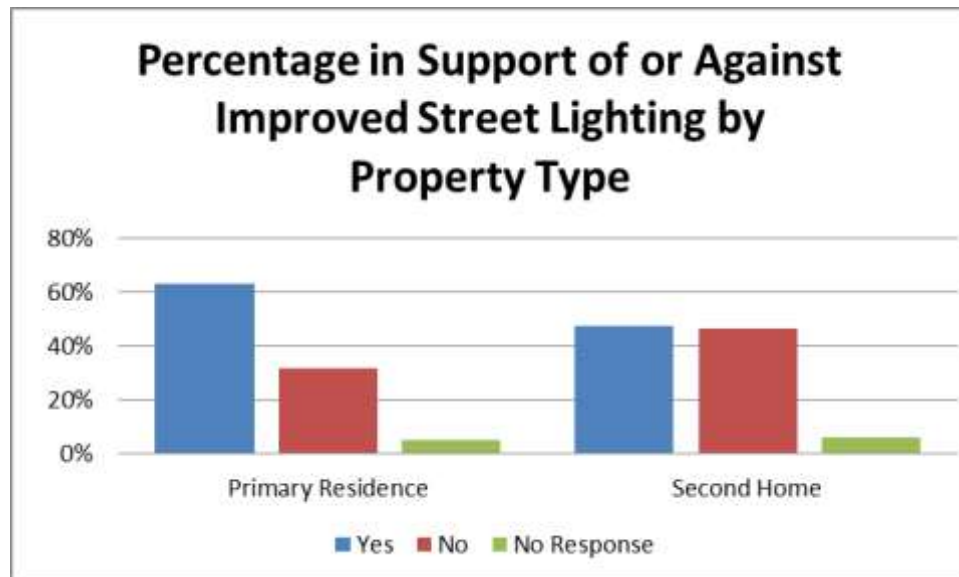
The highest ratings were shown for Police Proficiency and Emergency Services.



BEACH ISSUES – SMOKING & ALCOHOL

Both primary residence and secondary home responders support no smoking on the beach. More than a 60% response rate was shown.

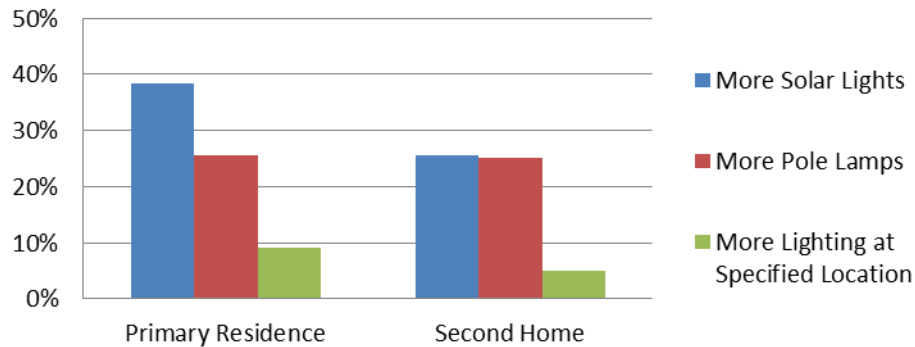
Both primary residence and secondary home responders support allowing alcohol on the beach. More than a 60% response rate was shown.



Primary residence responders support Improved Street Lighting by 60% and indicate no support of Improved Street lighting at 30%.

The secondary home responders were nearly equal in support or no support of Improved Street Lighting with 45% for either.

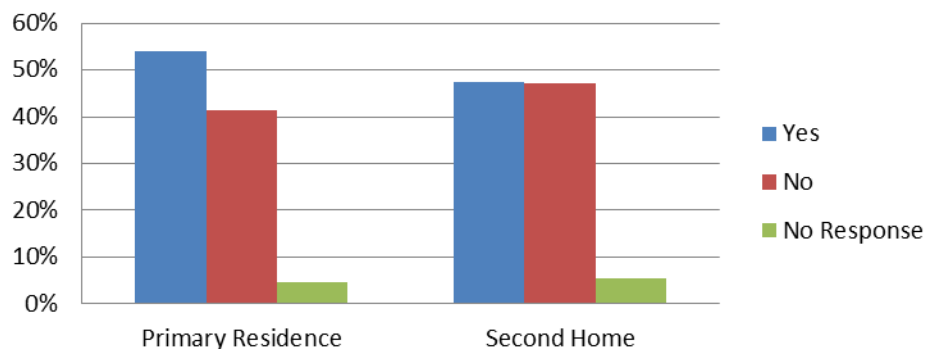
Percentage in Support of Improved Street Lighting Items by Property Type



Primary residence responders rate more Solar Lights at nearly 40% and more Pole Lamps at 25%, and more Lighting at Specified Location at 9%.

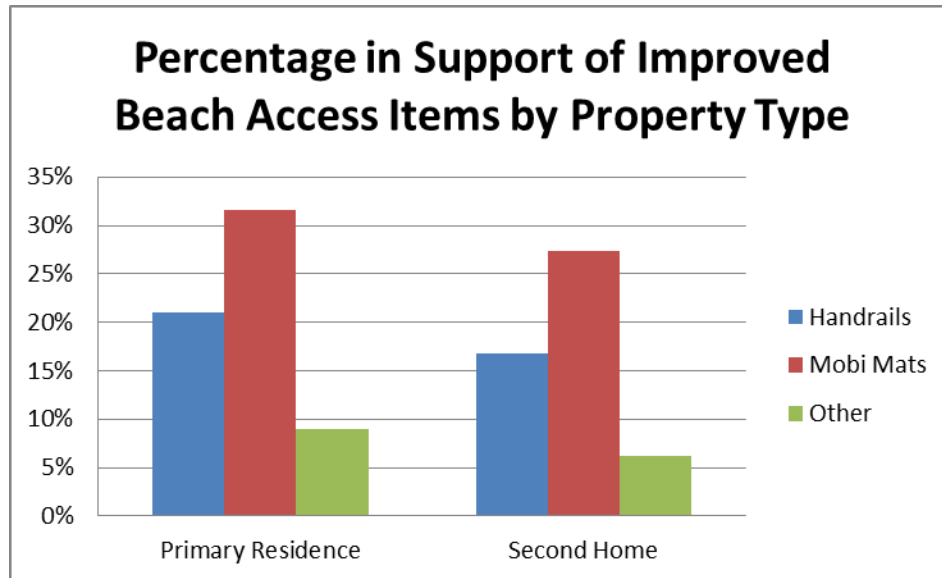
Secondary home responders equally support more Solar Lights or more Pole Lamps with 25% ratings, and more Lighting at Specified Location at 5%.

Percentage in Support of or Against Improved Beach Access by Property Type



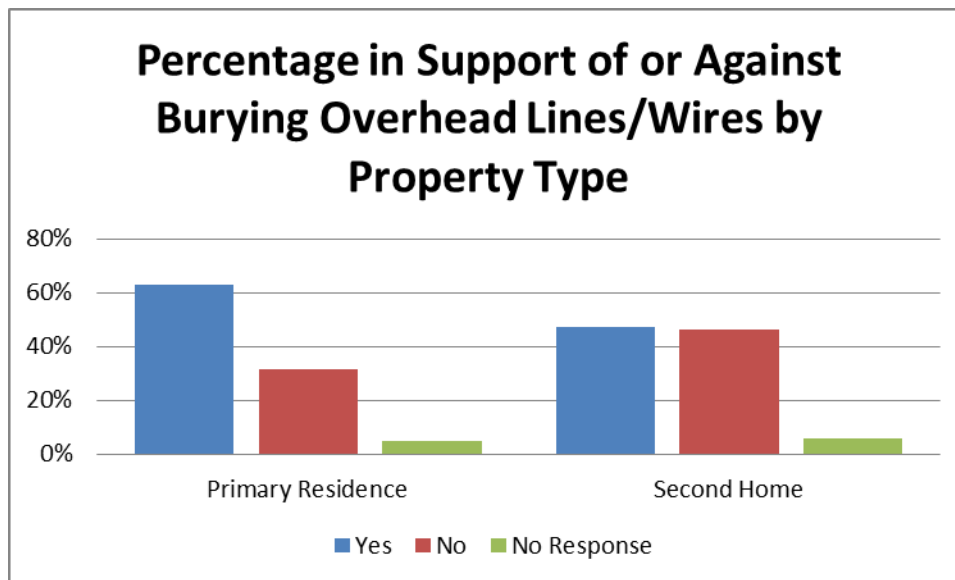
Primary residence responders support Improved Beach Access with a 55% rating and a 40% rating for no support.

Secondary home responders rate support or no support of Improved Beach Access with a 45% rating for either.



Primary residence responders rate Mobi Mats at 31%, Handrails at 21%, and Other at 9%.

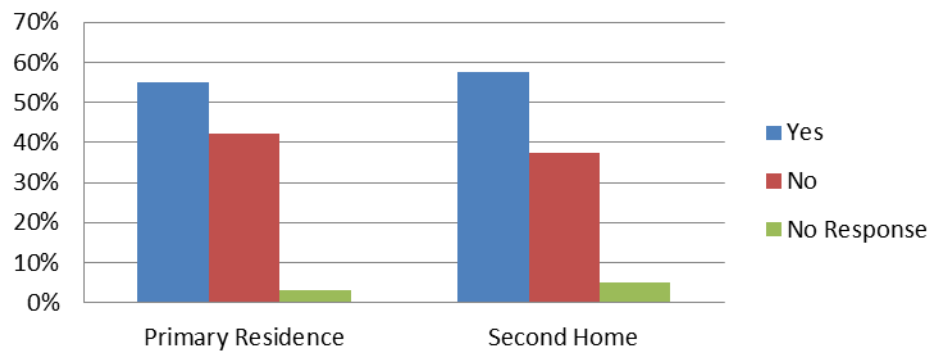
Secondary home responders rate Mobi Mats at 27%, Handrails at 16%, and Other at 6%.



Primary residence responders were more than 60% in support of Burying Overhead Lines/Wires and 30% not in support.

Secondary home responders were equally in support or not in support of Burying Overhead Lines/Wires with a 40% rating for either.

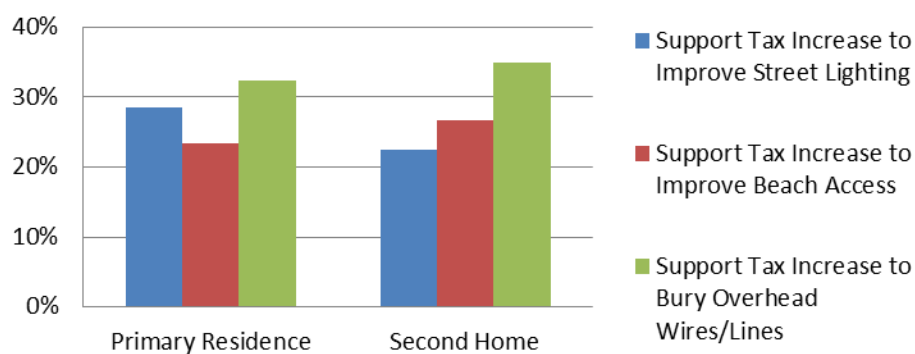
Percentage of Those Willing to Support a Tax Increase for an Item Mentioned Above by Property Type



Primary residence responders rate supporting a Tax Increase at 55% and not supporting a Tax Increase at 41%.

Secondary home responders rate supporting a Tax Increase at 58% and not supporting a Tax Increase at 38%.

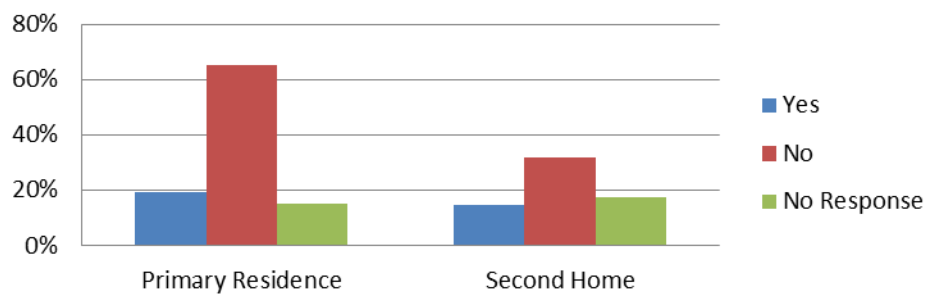
Percentage of Those Willing to Support a Tax Increase by Item and Property Type



Primary residence responders rate support of a tax increase to Bury Overhead Wires/Lines at 32%, Improve Street Lighting at 28%, and Improve Beach Access at 22%.

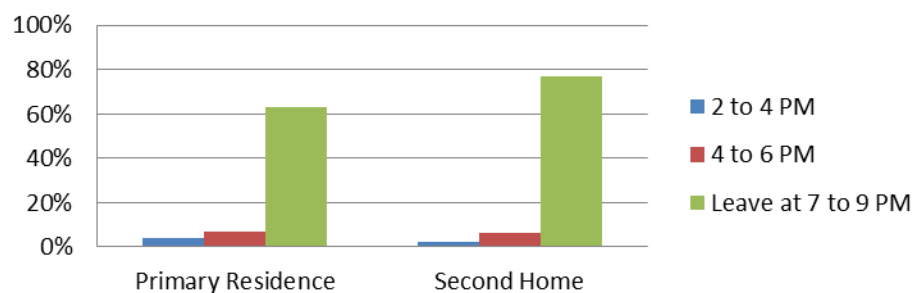
Secondary home responders rate support of a tax increase to Bury Overhead Wires/Lines at 35%, Improve Beach Access at 25%, and Improve Street Lighting at 22%.

Percentage in Support of or Against a Change in the Time of the Town Council Friday Meeting by Property Type



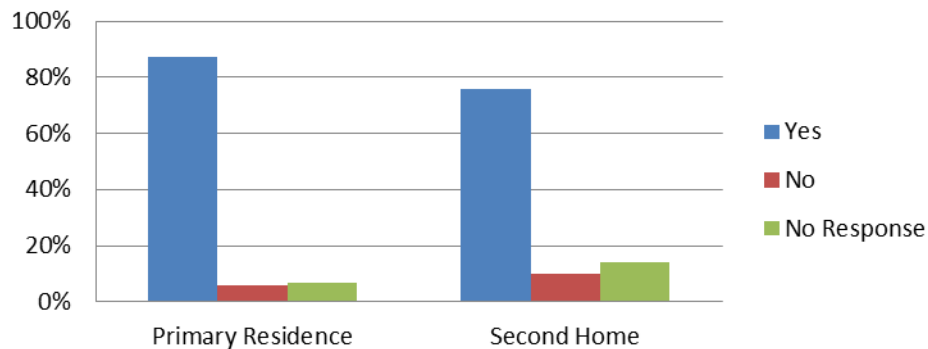
Both primary residence and secondary home responders do not support a change of the Town Council Meeting Time with a rate of 65% and 30%, respectively.

Percentage of Those in Support of Changing the Time of the Town Council Friday Meeting by Property Type



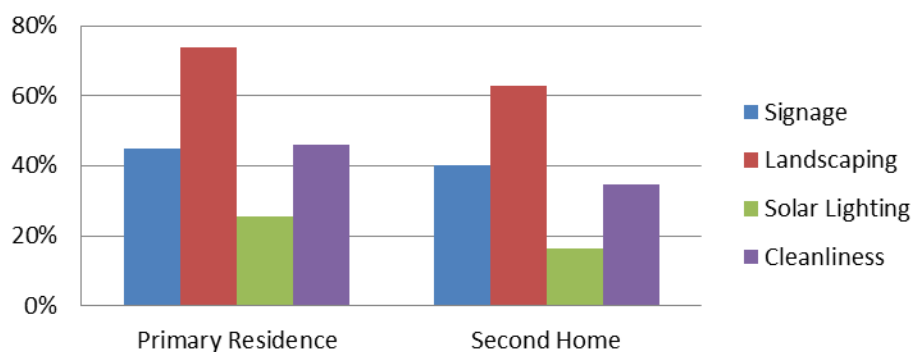
Both primary residence and secondary home responders support keeping the Town Council Meeting time at 7 to 9 pm with a rate of 62% and 78%, respectively.

Percentage of Those Who Have Seen Improvement since Last Town Survey (2011) by Property Type



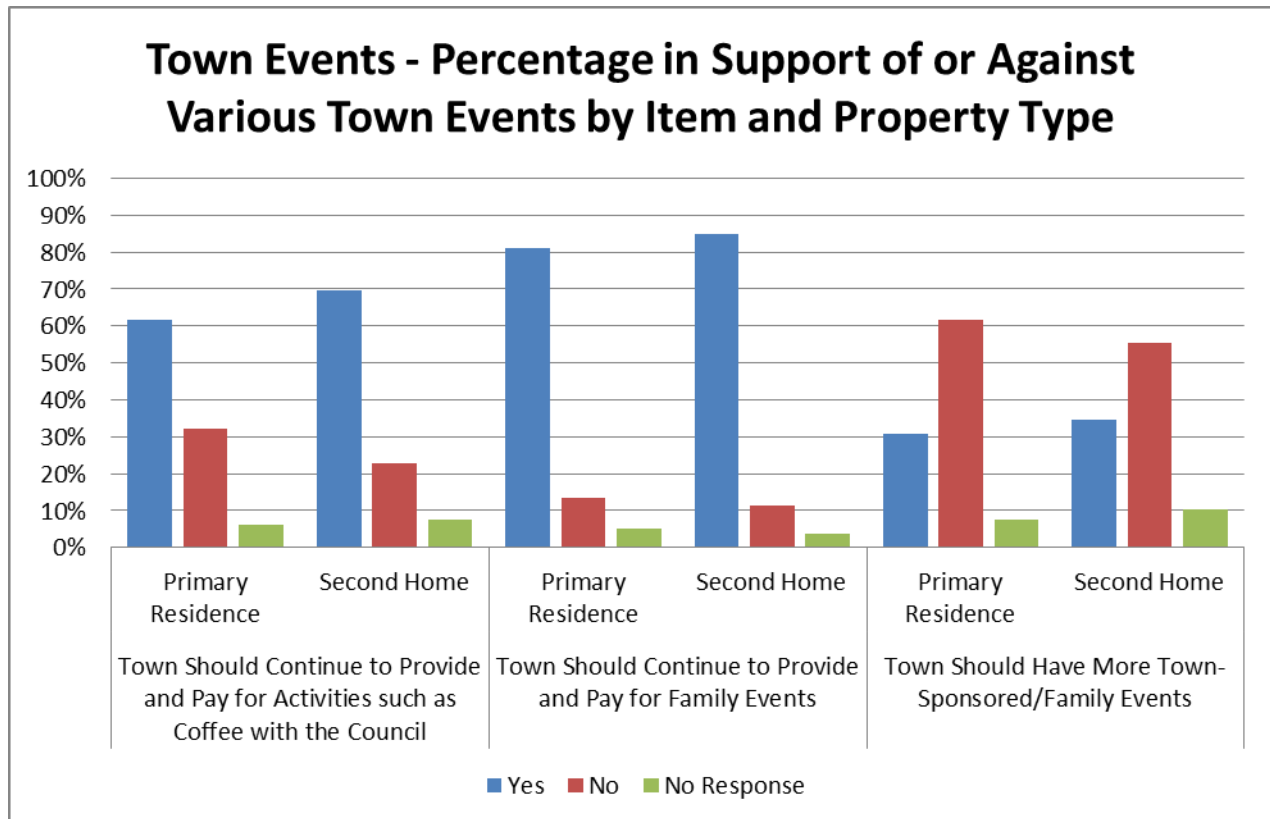
Primary residence and secondary home responders overwhelmingly rate Improvement since the 2011 Town Survey with a rate of 85% and 78%, respectively.

Percentage of Those Who Have Seen Improvement since Last Town Survey (2011) by Item and Property Type



Primary residence responders rate Areas of Improvement at 75% in Landscaping, 46% in Cleanliness 45% in Signage, and 25% in Solar Lighting.

Secondary home responders rate Areas of improvement at 63% in Landscaping, 40% in Signage, 38% in Cleanliness, and 18% in Solar Lighting.



Primary residence responders rate continue support of Activities like Coffee with the Council at 51% and no support at a rate of 32%.

Secondary home responders rate support of Activities like Coffee with the Council at 70% and no support at a rate of 22%.

Primary residence responders rate support of Town Continuing to Provide and Pay for Family Events at 80% and no support at a rate of 13%.

Secondary home responders rate support of Town Continuing to Provide and Pay For Family Events at 85% and no support at a rate of 11%.

Primary residence responders rate no support of Town Having More Town-Sponsored/Family Events at 60% and support at a rate of 30%.

Secondary home responders rate no support of Town Having More Town-Sponsored/Family Events at 56% and support at a rate of 35%.

In summary, responders seem satisfied the Town has enough Events.

Links to Various Comment Categories

Click on the following links to view comments:

1. [Canal Water Quality](#)
2. [Town Maintenance and Town Street Maintenance](#)
3. [Town Storm Drainage – FEMA – Sea Level Rise – Bulkheads](#)
4. [Code Enforcement – Permitting Process](#)
5. [Recycling – Trash – Yard Waste Removal](#)
6. [Mediacom Services](#)
7. [Beach Patrol – Beach Access – Beach Parking](#)
8. [Beach Vendors](#)
9. [Communication Services – Community – Tax](#)
10. [Police and Emergency Services](#)
11. [Smoking and Alcohol on the Beach](#)
12. [Improve Street Lighting](#)
13. [Burying the Overhead Wires](#)
14. [Cat Hill Traffic](#)
15. [Dogs – Cats – Pets](#)
16. [Town Hall and Police Station Expansion](#)
17. [Comments in Entirety](#)



Town of South Bethany 2015 Community Survey

Dear South Bethany Property Owner:

Here is our 2015 Survey that has been sent to every property. We are fortunate to include input from our owners, Planning Commission, and Town Council who has considered the objectives of our Vision Statement.

The 2015 Survey is a follow up to our 2011 Survey which was tremendously successful in terms of response and valuable commentary from you. We heard you and took action to improve South Bethany during the last four years.

We need your help again to measure our success and your satisfaction with Town services as well as plan for the future. Please take the time to complete the Survey and comment. We appreciate your efforts and will take all comments into consideration. A summary result of compiled data will be posted on our website and sent via a News Update.

Thank you!

Pat Vaveris
Mayor of South Bethany

*Please use a blue or black pen to complete the survey.
Check the appropriate boxes. Do not write your name on the form.
All responses are confidential and will not be attributed to any individual.*

Please Tell Us About This Property:

This property is our: (A) ☐ Primary residence (B) ☐ Second home

This property is a: (C) ☐ Seasonal rental (D) ☐ Year-round rental

This property is an: (E) ☐ Unimproved lot

Property is located: (F) ☐ Ocean side of Route 1 (G) ☐ Bay side of Route 1 (H) ☐ Cat Hill

In The Next 5 Years, What Do You Plan For Your Property?

(I) ☐ Sell (M) ☐ Substantially improve (greater than 50 % of the house value)

(J) ☐ Rent (N) ☐ Build new

(K) ☐ Remove from rental (O) ☐ Become a full-time residence

(L) ☐ Improve (P) ☐ None of the above

Part 1. Current Town Services

The following are some services that are provided in South Bethany, either by the Town or by other providers. Please note your level of satisfaction with these services during the past year. Circle no more than one choice per line. If you circle answer 2 or 1 please express your view on the Back Page

	Very Satisfied	Somewhat Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
TOWN SERVICES					
1. Canal Water Quality	5	4	3	2	1
2. Town Landscaping	5	4	3	2	1
3. Town Maintenance	5	4	3	2	1
4. Town Street Maintenance	5	4	3	2	1
5. Town Storm Drainage	5	4	3	2	1
6. Code Enforcement	5	4	3	2	1
7. Permitting Process	5	4	3	2	1
8. Recycling Waste Removal	5	4	3	2	1
9. Trash Removal	5	4	3	2	1
10. Yard Waste Removal	5	4	3	2	1
11. Mediacom Services	5	4	3	2	1
BEACH SERVICES					
1. Beach Patrol	5	4	3	2	1
2. Vendors	5	4	3	2	1
3. Cleaning	5	4	3	2	1
4. Access	5	4	3	2	1
5. Parking	5	4	3	2	1
TOWN GOVERNMENT/STAFF					
1. Town Council Performance	5	4	3	2	1
2. Town Government Adequately Serves My Interests	5	4	3	2	1
3. Openness to Your Participation	5	4	3	2	1
4. Town Staff Responsiveness	5	4	3	2	1
5. Town Staff Knowledge	5	4	3	2	1
COMMUNICATION SERVICES					
1. Zephyr Newsletter	5	4	3	2	1
2. Town Website	5	4	3	2	1
3. Town E-mail Updates	5	4	3	2	1
4. Public Announcements (Newspapers)	5	4	3	2	1
POLICE AND EMERGENCY SERVICES					
1. Police Proficiency (Responsiveness and Knowledge)	5	4	3	2	1
2. Town Street Patrol	5	4	3	2	1
3. Route 1 Patrol	5	4	3	2	1
4. Speed Control	5	4	3	2	1
5. Noise Control	5	4	3	2	1
6. Emergency Services (Fire and Ambulance)	5	4	3	2	1

Please add any comments to this part of the Survey on the back page.

Part 2. Future Town Needs

The following are questions related to Town issues and Property Owner plans.
Please answer each question with a YES or NO

1. Would you support adopting smoking restrictions on the Beach?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2. Would you support adopting a no-alcohol policy on the Beach?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3. Should the Town take steps to improve street lighting?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<input type="checkbox"/> More solar lights <input type="checkbox"/> More pole lamps <input type="checkbox"/> Lighting is needed at the location specified in the comment section on the back page		
4. Would you support a phased plan to improve beach access?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<input type="checkbox"/> Handrails - 150 foot of handrail \$5,466.66 each. Estimated cost for 15 dune crossings is \$82,000.00 <input type="checkbox"/> Mobi mats - 50' x 60' mats - \$2,300.00 ea. Addition of mat to span 15 dune crossings will cost \$34,500.00 (Labor and maintenance not included) <input type="checkbox"/> Other		
5. Should the Town explore burying the overhead wires/lines?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
6. Are you willing to support a tax increase if required to implement the above?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<input type="checkbox"/> Item 3 <input type="checkbox"/> Item 4 <input type="checkbox"/> Item 5		
7. Would you support a change in the time of Town Council Friday meetings?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<input type="checkbox"/> 2 to 4 pm <input type="checkbox"/> 4 to 6 pm <input type="checkbox"/> Leave at 7 to 9 pm		
8. Have you seen improvement in our Town since the last Survey?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<input type="checkbox"/> Signage <input type="checkbox"/> Landscaping <input type="checkbox"/> Solar lighting <input type="checkbox"/> Cleanliness		
9. Should the Town continue to provide and pay for activities such as Coffee with the Council?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
10. Should the Town continue to provide and pay for family events such as Polar Plunge, the 4 th of July Parade Float, the 4th of July Boat Parade, Movie Night?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
11. Would you like to have more Town sponsored/family events?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Please add any comments to this part of the Survey on the back page.		

List the Survey Item and Comment

Part 3. Other South Bethany Issues

Please provide any further input or suggestions that you would like the town to consider.

South Bethany Vision Statement

South Bethany is a quiet, single-family, ocean side and bay side community with a network of canals, that provides a safe and welcoming environment for property owners and visitors. The town is committed to maintaining and enhancing its character and resources, both natural and man-made. The residents enjoy a quality of life that fosters pride in ownership and encourages families to remain for generations. Through sound government, South Bethany seeks to preserve and improve its unique character to ensure it remains "The Best Little Beach in Delaware."

Thank You for Completing the Survey

Mail the Survey to **Town Hall** in the enclosed stamped and addressed envelope by **October 16, 2015**.